

CITY OF DULUTH

CHIEF INFORMATION OFFICER

The City of Duluth seeks an experienced and innovative CIO to direct the Management Information Services Department. This is an appointed director position that reports directly to the Chief Administrative Officer.

This position will be responsible for providing strategic leadership and direction for the City's technology infrastructure and application initiatives and development and oversight of department staff.

The successful candidate must have considerable knowledge of current technologies and principles of network design and operation, data integration, information sharing and telecommunication methodologies, computer and network systems design, programming and operations, and the methods of organization, management and control of complex computer systems and data processing facilities.

The successful candidate will have demonstrated skills in managing multiple information technology disciplines and effectively assisting officials, directors, customers and community partners in applying information technologies in operational problem solving and analysis. The successful candidate will be able to act as a catalyst for creating and managing change, to develop the City's technology vision and effectively communicate it to all employees; and to demonstrate integrity, ingenuity and inventiveness in the performance of work.

Requirements include a four-year bachelor's degree in Information Management, Computer Science, Business Administration, Public Administration, or approved related field plus seven (7) years of demonstrated managerial or administrative experience in information systems, including supervisory experience. (A master's degree in a management-related field can be counted as one year of experience.)

Submit cover letter and resume to Jan Anderson, City of Duluth Human Resources, 411 West First Street, Duluth, MN 55802, or email to janderson@duluthmn.gov or fax to 218-730-5906. Applications accepted until 4:30 p.m. CST, Friday, February 12, 2010.

Equal Opportunity Employer



[Job Description](#)

[Salary & Benefits](#)

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CHIEF INFORMATION OFFICER

PURPOSE: Provide strategic leadership and direction for the City's technology infrastructure and application initiatives and development and oversight of the Management Information Services department and staff.

FUNCTIONAL AREAS:

1. Direct, develop, coordinate and implement city-wide information technology services.
 - * A. Establish city-wide strategic policy for the City's management information systems to position the organization to take advantage of and financially plan for emerging technologies.
 - * B. Identify areas of opportunity to use technology to improve productivity and customer service.
 - * C. Work in close cooperation with other City officials to further the objectives of the City's information systems.
 - * D. Confer with City officials, department directors, representatives from other jurisdictions, local business leaders, civic groups and others regarding how technology can be leveraged to meet business needs, and explore opportunities for creating partnerships.
 - * E. Consult with and advise other departments on information technology management needs and problems.
 - * F. Provide technology consulting and support to operating departments in the development of departmental projects which utilize information technologies.
 - * G. Accomplish objectives through innovative management techniques and through the understanding of organizational issues, listening and communicating ideas, and planning, setting and meeting customer service levels.
 - * H. Provide management leadership and oversight in the planning, review, and development of broad policy guidelines and major project recommendations.
 - * I. Negotiate contracts, including setting operating performance standards, and ensure compliance with those standards.
 - * J. Set policies to ensure privacy data and security of data processing facilities; and oversee city-wide IT disaster recovery planning.
 - * K. Evaluate potential economic opportunities to further develop and deploy technologies and facilities to improve functional capabilities and/or operating efficiency that will reduce cost of operations.
2. Manage the Information Technology Department.
 - * A. Develop department strategy in support of the City's mission and core objectives.
 - * B. Oversee development, preparation and implementation of the department budget.
 - C. Evaluate general operation of the department to determine efficiency and effectiveness, and initiate changes as warranted.
 - D. Develop and implement policies and procedures related to administrative functions.
 - E. Provide direction on major projects and complex technical and administrative problems.
 - F. Approve staff recommendations on major systems development and/or research.
 - * G. Provide leadership and work closely with department personnel to meet performance goals and plans by taking personal responsibility for overall team results.
 - * H. Make presentations to departments, administration, city council, and others relating to plans, programs, and goals of the Information Technology Department.

3. Supervise department staff.

- A. Prioritize, assign and direct work and projects.
- B. Effectively recommend the hire, transfer, assignment, promotion, reward, discipline, suspension, or discharge of assigned personnel.
- C. Establish work policies and standards, provide coaching and feedback, and conduct employee performance evaluations in order to provide for staff competencies and development.
- E. Provide for ongoing training or continuing education of employees in emerging methods, trends, and technologies.
- F. Monitor work sites to ensure compliance with established methods, guidelines, standards and procedures.
- G. Effectively recommend adjustments or other actions in employee grievances.
- H. Delegate authority and responsibilities to others as needed.
- I. Disseminate instructions and information to employees through oral and written communications.

JOB REQUIREMENTS

Education & Experience Requirements

- ◆ A. A four-year bachelor's degree in Information Management, Computer Science, Business Administration, Public Administration, or approved related field.
- ◆ B. Seven (7) years of demonstrated managerial or administrative experience in information systems, including supervisory experience. (A master's degree in a management-related field can be counted as one years of experience.)

Knowledge Requirements

- ◆ A. Knowledge of current technologies and principles of network design and operation, data integration, information sharing and telecommunication methodologies.
- ◆ B. Knowledge of the principles, applications, and techniques of electronic data processing systems.
- ◆ C. Knowledge of computer and network systems design, programming and operations.
- ◆ D. Knowledge of computer hardware and software systems planning and technical support functions.
- E. Knowledge of the methods of organization, management and control of complex computer systems and data processing facilities.
- ◆ F. Extensive knowledge of effective management and supervisory practices.
- ◆ G. Knowledge of the principles and practices of budget development and administration.
- ◆ H. Knowledge of the principles and practices of personnel administration.
- ◆ I. Knowledge of business systems analysis techniques.

Skill Requirements

- ◆ A. Skill in managing multiple information technology disciplines.
- ◆ B. Skill in communicating logically, persuasively, and accurately, both orally and in writing,

- including the ability to present technical information and ideas in nontechnical terms.
- ◆ C. Skill in negotiating with vendors to obtain preferred terms and pricing.
- D. Skill in effectively assisting officials, directors, customers and community partners in applying information technologies in operational problem solving and analysis.
- ◆ E. Skill in effective leadership.

Ability Requirements

- ◆ A. Ability to analyze a variety of administrative issues and prepare clear and concise recommendations and presentations.
- ◆ B. Ability to establish and maintain effective working relationships with public and private officials, staff, and others.
- ◆ C. Ability to analyze and interpret information, statistics and reports and other documents.
- D. Ability to act as a catalyst for creating and managing change.
- E. Ability to develop the City's technology vision and effectively communicate it to all employees.
- F. Ability to demonstrate integrity, ingenuity and inventiveness in the performance of work.
- ◆ G. Ability to build constructive relationships by promoting partnerships with peers, consumers and employees.
- ◆ H. Ability to exercise good judgment and accept personal responsibility for outcomes.
- ◆ I. Ability to direct others in conducting customer service needs analysis and developing customer service standards.

Physical Requirements

- ◆ A. Ability to transport oneself to and from meetings and various City locations.
- ◆ B. Ability to sit for extended periods.
- ◆ C. Ability to speak and hear sufficiently to communicate effectively.
- ◆ D. Manual dexterity to operate computer and other office equipment.
- ◆ E. Ability to attend work on a regular basis.

* Essential functions of the position

- ◆ Job requirements necessary the first day of employment

Anlst: JA	Class:	Union: Supervisory	Pay: 1135-1170	CSB: n/a
CC:	Res:	EEOC:	EEOF:	WC:

CHIEF INFORMATION OFFICER SALARY AND BENEFITS

2010 Salary: \$6155 - \$9322 per month. Salary negotiable based on education and experience.
This position is in the CSDA (supervisory) bargaining unit.

2010 Benefits Summary

The following is a brief summary of benefits available to regular, full-time employees newly hired on or after January 1, 2009, and covered under one of the following bargaining units: Basic, CDSA (Supervisory), Confidential, Fire & Police. Please read your bargaining unit materials for specific details and feel free to contact the Human Resources office at 218/730-5210 for further information.

Benefits	Summary	
11 Paid Holidays The following is a brief summary of benefits available to regular, full-time employees newly hired on or after January 1, 2009, and covered under one of the following bargaining units: Basic, CDSA (Supervisory), Confidential, Fire & Police. Please read your bargaining unit materials for specific details and feel free to contact the Human Resources office at 218/730-5210 for further information.	New Year's Day Martin Luther King Day President's Day Memorial Day Independence Day Labor Day	Veteran's Day Thanksgiving Day Friday after Thanksgiving Christmas Eve Christmas Day
Deferred Compensation Plan (457b)	The City's Deferred Compensation Plan is available to regular full-time and part-time employees. There are four (4) deferred compensation plan record-keepers to choose from (Hartford, ICMA, Minnesota State Deferred Compensation Plan and Nationwide). The City of Duluth provides eligible employees with a monthly stipend for either contribution to a deferred compensation plan or for contribution towards the family health insurance premium, whichever is designated by the employee. The amount of the stipend will depend upon the employee's bargaining unit. This benefit is effective the 1st of the month following the employee's date of hire.	

Benefits	Summary
Dental Insurance	<p>The City offers two dental plan options: a low-option dental benefit (\$1,000 annual benefit) and a high-option dental benefit (\$2,000 annual benefit). The City pays the low-option dental insurance premium for all eligible full-time employees only. The benefit is effective the 1st of the month following the employees' date of hire.</p> <p>Employees have the ability to purchase low-option dental coverage for their eligible dependents or to purchase the high-option dental coverage for themselves and their dependents.</p>
Educational Assistance	<p>The City of Duluth provides provisions for education assistance. Such assistance varies and is dependent upon policies and procedures.</p>
Employee Assistance Program (EAP)	<p>The City provides an Employee Assistance Program to all employees. This confidential phone and on-line service is available 24/7 and provided at no additional charge immediately upon hire.</p>
Flexible Spending Account (FSA) Program	<p>Eligible employees may use this program to set aside part of their pay each pay period on a pre-tax basis for one, or both, of these accounts:</p> <ul style="list-style-type: none"> • Medical Reimbursement Account – to pay for eligible out-of-pocket medical, dental, and vision care expenses not covered by a health/dental insurance plan. • Dependent Daycare Reimbursement Account – to pay expenses for the care of your child, disabled spouse, elderly parent, or other dependent(s) who are physically and mentally incapable of self-care so that you (and your spouse) can work or actively seek work.
Group Life Insurance	<p>Effective the 1st of the month following the date of hire, all regular full-time employees are automatically enrolled in a \$50,000 group life insurance policy at no cost to the employee.</p>
Health Care Savings Plan (HCSP)	<p>The HCSP is a program administered by the Minnesota State Retirement System (MSRS) that allows employees to save pre-tax money to pay post employment medical expenses and/or health insurance premiums. Employees may then choose among the various investment options offered by the plan and assets will accumulate <i>tax free</i>. Participation is determined during negotiations and may differ among the various bargaining units.</p> <p>The City of Duluth makes monthly HCSP contributions for all eligible employees. Some bargaining units may provide qualifying employees a one-time lump sum and/or conversion of vacation hours for deposit to their HCSP.</p>

Benefits	Summary
Health Insurance	<p>The City offers all benefit-eligible employees a comprehensive health plan administered through Blue Cross Blue Shield of Minnesota (BCBSMN). The health plan includes prescription drug coverage administered through ClearScript. Eligible employees may choose single or family and coverage takes effect the 1st of the month following the employee's date of hire.</p> <p>The City of Duluth pays the full premium for employees electing single health coverage. Coincident with an employee's single health coverage taking effect, the City provides a \$75 monthly stipend that employees may assign to a flexible spending account plan and/or deferred compensation plan.</p>
Leaves of Absence	<p>The City of Duluth provides provisions for leaves of absence. Such assistance varies and is dependent upon policies and procedures.</p>
Optional Life Insurance	<p>Eligible City employees may apply for additional life insurance for themselves and/or their eligible dependents. There are two different life insurance plans to choose from, Minnesota Life and a PERA Group Decreasing Life Insurance Plan. The benefits provided and premiums differ among the two (2) plans. Your choice to participate in one or both plans depends upon your needs.</p>
Personal Leave Days	<p>Depending on your employment status and the bargaining unit you belong to, personal leave days are provided.</p>
Public Employee Retirement Association (PERA) Plan	<p>PERA is a retirement system that provides benefits for eligible employees of county and local governments in Minnesota. Eligible employees and the City of Duluth make contributions to the retirement system.</p> <p>PERA offers three (3) different pension benefits:</p> <ul style="list-style-type: none"> • Retirement benefits (pension); • Disability benefits; and • Survivor benefits
Sickness & Disability Program	<p>The City of Duluth provides sickness and disability benefits to all eligible employees. The benefits differ among the various bargaining units and are dependent upon policies and procedures.</p>
Vacation	<p>Your vacation accrual will depend on your employment status and the bargaining unit you belong to.</p>
Wellness Program	<p>The City of Duluth provides a wellness program to all employees. The goal of the wellness program: to encourage employees to make positive lifestyle changes.</p>